

CHILDREN'S REHABILITATIVE SERVICES

2008 DME/WHEELCHAIR SATISFACTION SURVEY

EXECUTIVE SUMMARY

The mission of the ADHS Children's Rehabilitative Services (CRS) program is to improve the quality of life for children by providing family-centered medical treatment, rehabilitation, and related support services to enrolled individuals who have certain medical, handicapping, or potentially handicapping conditions. Wheelchairs are durable medical equipment (DME) critical to the health, treatment, and well-being of many CRS members. A wheelchair can increase a child's independence, access to daily living activities, and integration into the community. Wheelchair service representatives work with clinic staff who understand the child's condition, which allows members to obtain the most appropriate wheelchair.

The CRSA Division of Medical and Utilization Management (CRSA-MM/UM) focused the FY 2008 DME Survey on wheelchairs, wheelchair accessories and related services, anticipating that it would provide information relevant to concerns expressed by wheelchair consumers and AHCCCS during a DME Summit organized by Arizona Bridge to Independent Living (ABIL), the Statewide Independent Living Council (SILC), and the Arizona Center for Disability Law. The purpose of the survey was to assess the satisfaction of CRS members and families who were provided with wheelchairs and wheelchair-related services by CRS Regional Contractors and their vendors.

Key Findings from the 2008 DME/Wheelchair Satisfaction Survey

- Overall, most of the respondents (86%) reported that the equipment met the member's needs very well and 94% of the respondents were satisfied or very satisfied with the wheelchair equipment and services provided.
- The vast majority of respondents (94%) said they would recommend the wheelchair provider to a friend who needed similar services.
- Eighty-seven percent did not have a problem getting a referral to a wheelchair equipment supplier and 86 percent were satisfied or very satisfied with how long it took to get wheelchair-related services.
- The majority of respondents (89%) said the member's wheelchair was very reliable.
- About 81 percent of respondents said they were always involved when decisions were made about wheelchair-related needs, and nearly all of the respondents reported being treated with courtesy and respect (99%).

There were some areas identified for improvement. In the last year, 10 percent of members did not receive a wheelchair service when needed, and many were not given guidance on how to get help after regular business hours. CRSA will focus member and community education on DME/Wheelchair services, including the availability of after-hour services and on how to file a grievance.

INTRODUCTION

The mission of the ADHS Children's Rehabilitative Services (CRS) program is to improve the quality of life for children by providing family-centered medical treatment, rehabilitation, and related support services to enrolled individuals who have certain medical, handicapping, or potentially handicapping conditions. Wheelchairs are durable medical equipment (DME) critical to the health, treatment, and well-being of many CRS members. A wheelchair can increase a child's independence, access to daily living activities, and integration into the community. Well-fitted wheelchairs are important for the member's comfort and mobility as well as safety. Stability, balance, and appropriate wheelchair maintenance are crucial for the safety of members who have impaired mobility. Wheelchair service representatives work with clinic staff who understand the child's condition, which allows members to obtain the most appropriate wheelchair.

In October 2007, Arizona Bridge to Independent Living (ABIL), the Statewide Independent Living Council (SILC), and the Arizona Center for Disability Law organized a DME Summit attended by consumers, advocates, DME providers, and funding agencies of DME services, including AHCCCS and CRSA. During the Summit, many concerns were raised specific to wheelchairs and related services. Since the summit, AHCCCS, SILC, and ABIL initiated a statewide focus on wheelchair concerns. CRSA volunteered to be involved in the taskforce for this continuing initiative, and to gather data on the concerns and experiences of CRS members who utilize wheelchairs.

The CRSA Division of Medical and Utilization Management (CRSA-MM/UM) conducts an annual DME Member Satisfaction Survey of a sample of CRS members. The CRSA-MM/UM decided to focus the FY 2008 DME Survey on wheelchairs, wheelchair accessories and

related services, anticipating that it would provide information relevant to concerns expressed by wheelchair consumers and AHCCCS during the 2007 Summit.

The purpose of the survey was to assess the satisfaction of CRS members and families who were provided with wheelchairs and wheelchair-related services by CRS Regional Contractors and their vendors. Areas addressed by the survey include satisfaction with equipment, family inclusion in decision-making, verbal and written instruction in care of the prescribed item, follow-up care of the item by the vendor or site staff, reliability of equipment, timeliness of services, and adequacy of services. The DME/Wheelchair Survey used a different methodology than previous DME surveys conducted in 2003 and 2005. Therefore, the 2008 survey results cannot be compared to previous years.

The DME/Wheelchair Survey was conducted by telephone and was administered to a population of all CRS members who received a wheelchair or wheelchair-related service during CY 2007. The overall response rate was 64 percent. This survey did not include power wheelchairs as they were not covered through CRS during this period.

The mean age of children represented by respondents was 11 years, with 59 percent of children between the ages of 4 and 14. More than half of the members were male (57%). The most common diagnostic conditions were related to nervous system disorders (66%), musculoskeletal/connective tissue disorders (12%), and spina bifida (10%). Over 70 percent of the members received services from Apria Healthcare and 24 percent received services from Rising Medical. About 29 percent of the members received only wheelchair services, 36 percent received only wheelchair accessory services, and 35 percent received both wheelchair and accessory services. Detailed data on respondents can be found in Appendix A.

Results from the survey will be presented in the following sections. Ninety-five percent confidence intervals are denoted by "CI." Proportional differences mentioned in this report are statistically significant. Throughout the document, the number of each survey question is listed in parentheses to provide for a quick reference to material in the appendices. Please see Appendix A for a description of the study methodology, Appendix B for a copy of the survey tool, and Appendix C for complete responses to each survey question.

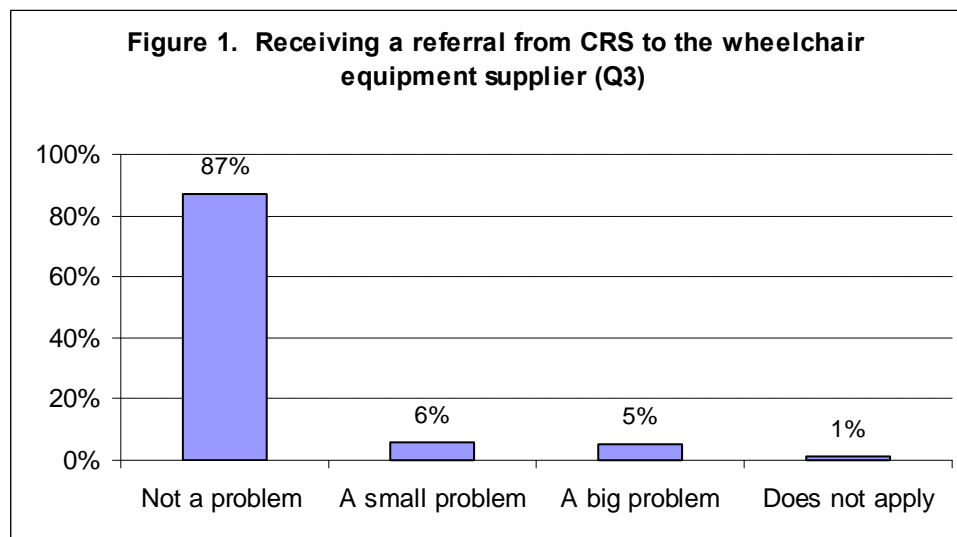
OVERALL SATISFACTION

Survey results were positive regarding overall wheelchair services. Most of the respondents (86%) felt the equipment met the members' needs very well (Q18). A significantly higher percentage of members that received only wheelchair services (92%) felt the equipment met their needs very well compared to members that received only wheelchair accessory services (78%). Additionally, a higher proportion of respondents using services by Rising Medical (94%) said the equipment met their needs very well than respondents using services by Apria Healthcare (83%).¹ Results showed that 94 percent of the respondents reported being satisfied or very satisfied with the wheelchair equipment and services provided (Q19). The majority of respondents (94%) said they would recommend the wheelchair provider to a friend who needed similar services (Q20).

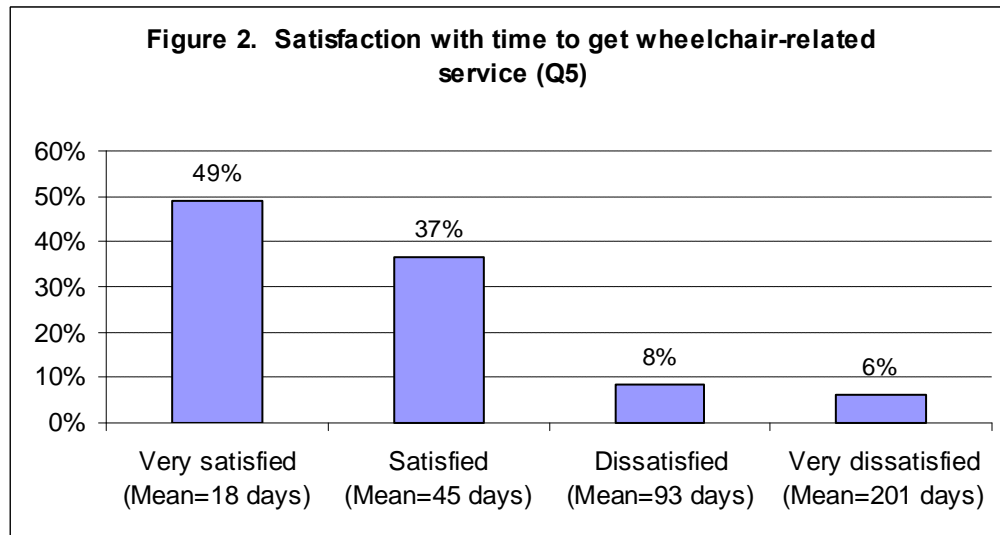
¹ Apria Phoenix (85%), Apria Flagstaff (63%), Apria Yuma (92%); Rising Medical provides services only in the Tucson area.

ACCESS TO SERVICES

As seen in Figure 1, the majority of respondents (87%) said they had no problem getting a referral to a wheelchair equipment supplier (Q3). However, 10 percent of respondents (n=41) did not receive a wheelchair-related service when needed (Q2).

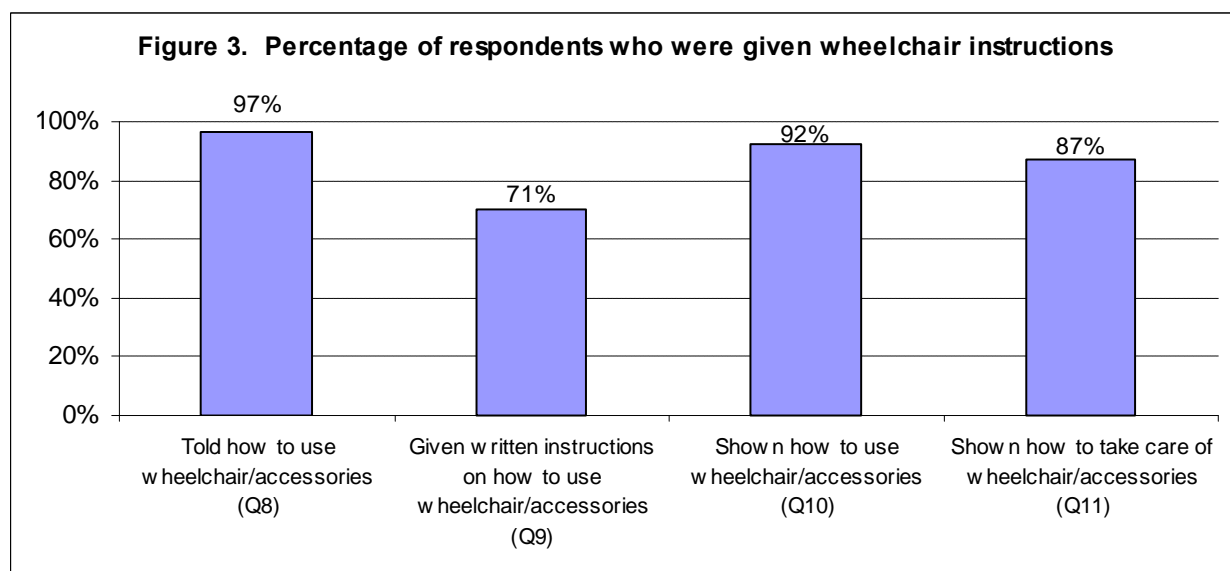


When survey respondents were asked about the last time the member needed a wheelchair-related service, almost 70 percent reported getting the service within the standard of 60 days (Q4). The average time to get service was 44 days (CI=37, 51). The majority of respondents (86%) were satisfied or very satisfied with how long it took to get wheelchair-related service (Q5). More respondents that received only wheelchair services felt satisfied or very satisfied with the timeliness of service (91%) than respondents that received only wheelchair accessory services (81%). Figure 2 shows the satisfaction levels with time to get a wheelchair-related service and the corresponding mean number of days.



The following questions were based upon the last wheelchair or wheelchair-related service that the member received in CY2007. Seventy-seven percent of the respondents reported getting the service at a wheelchair supplier and 19 percent received service at a CRS clinic (Q6).

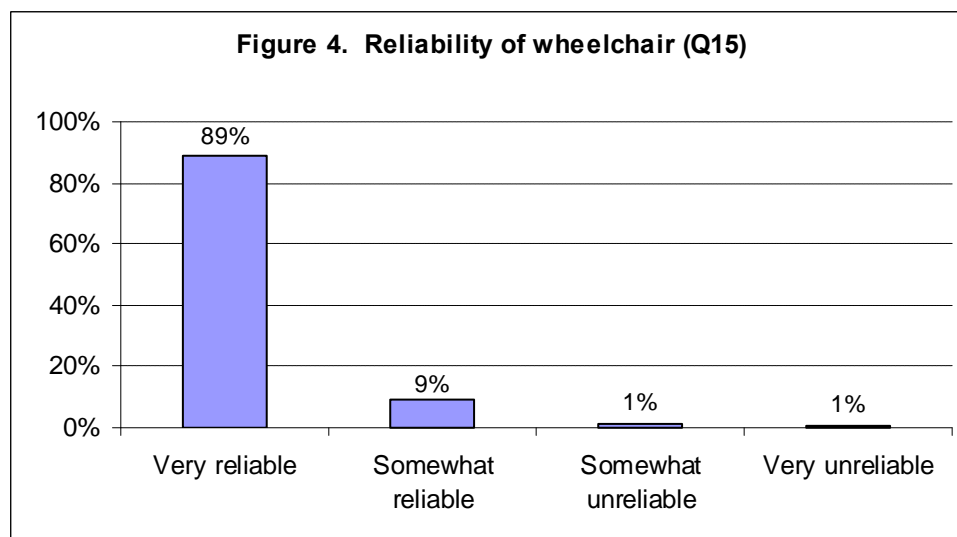
Figure 3 illustrates responses to questions regarding instructions for wheelchairs or wheelchair accessories. Over 90 percent of respondents stated that they were told (Q8) or shown (Q10) how to use the wheelchair or wheelchair accessories. Regardless of method of instruction, the majority of respondents felt the instructions were very helpful.



Survey questions also addressed the servicing of wheelchair equipment. The majority of respondents (83%) were told how to get service for the wheelchair equipment (Q12). A quarter of the respondents (25%) were told how to get help after regular business hours (Q13). About 33 percent of members that received only wheelchair services were told how to get help after hours which was significantly higher than the percent of members that received only wheelchair accessory services (19%). Only 3 percent of families actually attempted to get help after regular business hours (Q14), and over half of these families (60%) received the help they needed (Q14a).

PRODUCT RELIABILITY

As seen in Figure 4, 89 percent of respondents said the member's wheelchair had been very reliable (Q15). A higher proportion of respondents using services by Rising Medical (96%) said their wheelchair had been very reliable compared to respondents using services by Apria Healthcare (86%).²

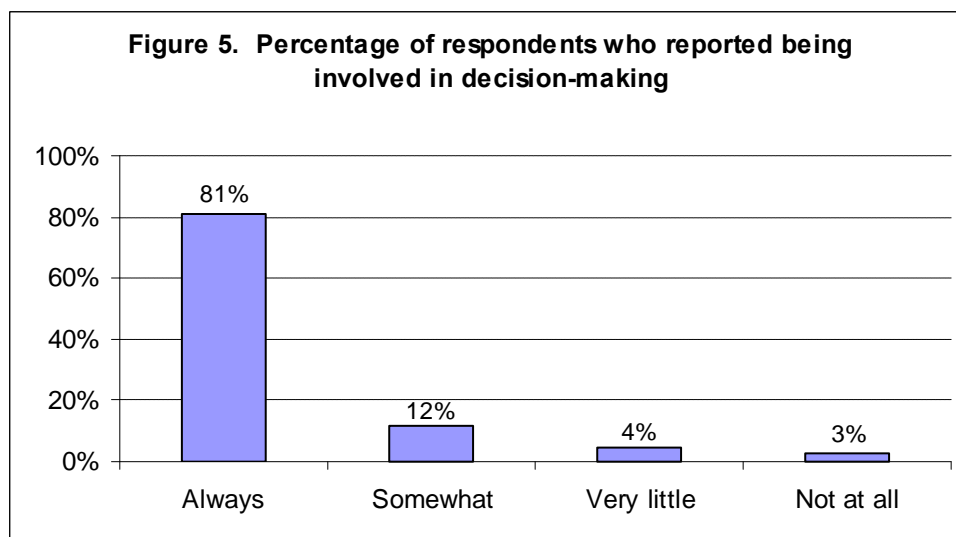


² Apria Phoenix (87%), Apria Flagstaff (80%), Apria Yuma (92%); Rising Medical provides services only in the Tucson area.

About 19 percent of respondents had a problem with the wheelchair equipment and needed help within the past year (Q16). A significantly higher percentage of members that received only wheelchair accessory services (28%) had problems with their equipment compared to members that received only wheelchair services (14%). Of the respondents that had a problem with the wheelchair equipment, 72 percent received the help they needed (Q16a). The average time to get help was 29 days (CI=10, 47) (Q16b). About 60 percent of these respondents were satisfied or very satisfied with how long it took to settle the problem (Q16c). A slightly higher percentage (68%) were satisfied or very satisfied with the overall help that was received (Q16d).

MEMBER SERVICE AND TREATMENT

Customer service and family involvement in decision-making are important practices within all components of the CRS delivery system. Nearly all of the respondents reported being treated with courtesy and respect (99%, Q7). As seen in Figure 5, 81 percent of respondents said they were always involved when decisions were made about wheelchair-related needs (Q17).



DISCUSSION

The first year of the DME/Wheelchair Survey resulted in positive feedback from families regarding CRS wheelchair services. Overall, most of the respondents (86%) reported that the equipment met the member's needs very well and 94 percent of the respondents were satisfied or very satisfied with the wheelchair equipment and services provided.

Respondents were also satisfied with the timeliness and adequacy of services. The majority of respondents (87%) did not have a problem getting a referral to a wheelchair equipment supplier and 86 percent were satisfied or very satisfied with how long it took to get wheelchair-related services. Results of questions related to product reliability were also positive. The majority of respondents (89%) said the member's wheelchair was very reliable.

Many of the respondents received verbal and written instructions for wheelchair items. Over 90 percent of respondents reported being told or shown how to use the wheelchair or wheelchair accessories and the majority felt the instructions were very helpful. A seating evaluation therapist may be able to offer further instruction and demonstration of wheelchairs or wheelchair accessories during service appointments. A high percentage of respondents reported that the family was included in decision-making. About 81 percent of respondents said they were always involved when decisions were made about wheelchair-related needs, and nearly all of the respondents reported being treated with courtesy and respect (99%).

Although the DME/Wheelchair Survey generally revealed positive responses, some areas for improvement were identified. In the last year, 10 percent of members did not receive a wheelchair service when needed. At the end of the survey, families were given the opportunity to express their need for further assistance with wheelchair services. These families were referred to the CRSA Division of Member Services who either assisted the member or referred

them to the CRSA Division of Quality Management for follow-up. None of these families had previously submitted a grievance. About three-quarters of the respondents were not given guidance on how to get help after regular business hours. Further educational materials that include instructions on after-hours service and on how to file a grievance will need to be provided to members and their families.

Some results were significantly different between respondents of members that received only wheelchair services and respondents of members that received only wheelchair accessory services. A significantly higher percentage of members that received only wheelchair services felt the equipment met their needs very well and were satisfied or very satisfied with the timeliness of service than members that received only wheelchair accessory services. More members that received only wheelchair accessory services (28%) had problems with their equipment in the past year compared to members that received only wheelchair services (14%). Members that received only wheelchair accessory services may have had older wheelchairs or the wheelchairs may have been provided by a different supplier. This may need to be further explored in future surveys.

Although these CRS families received services in the past year, many could not be contacted by phone. Nearly 16 percent of families were unable to be reached due to wrong or disconnected numbers. This poses a problem not only for survey purposes, but more importantly, for contacting patients about their health care. It is unknown whether wrong numbers resulted from the contractors' systematic lack of updating patient information, from patients intentionally withholding contact information, or members simply failing to update their records when contact information changes.

Results of the survey revealed that the respondents were pleased with their current wheelchair provider. The vast majority of respondents (94%) said they would recommend the wheelchair provider to a friend who needed similar services. There were some significant differences between providers. A higher proportion of respondents using services by Rising Medical said the wheelchair had been very reliable and met their needs very well compared to respondents using services by Apria Healthcare. Future DME/Wheelchair Surveys will need to be conducted to see if results differ from year to year, as well as to monitor satisfaction levels to continually improve wheelchair services.

RECOMMENDATIONS

- The CRSA Division of Member Services should explore the availability of after-hour wheelchair services and include more details on DME in the New Member Orientation Packet. The CRS Member Handbook should identify and include definitions for wheelchair accessory services.
- The CRSA Division of Member Services should educate members on their rights regarding wheelchair services (including accessory services) through changes in the New Member Handbook and Orientation Packet.
- The CRSA Division of Member Services should educate members on their rights regarding the submission of grievances related to wheelchair services.
- The CRSA Division of Member Services should educate community parent organizations so they can help families advocate for wheelchair services provided by CRS.
- CRSA should ensure that an experienced seating evaluation therapist is involved with decisions regarding wheelchair services.

APPENDIX A: METHODOLOGY

Survey Population

The survey population was all CRS members who had an encounter for a wheelchair or wheelchair-related service with a date of service between January 1, 2007 and December 31, 2007. The survey population included a total of 668 members.

Survey Administration

The survey tool was constructed using input from CRS Regional Contractors and items reflecting the areas of concern raised during the DME Summit in October 2007. CRS families, young adults, the CRSA Division of Member Services, and the CRSA Division of Medical and Utilization Management (CRSA-MM/UM) assisted in reviewing, updating and finalizing the survey tool. The tool consists of questions relating to wheelchair services and equipment, including satisfaction with equipment, family inclusion in decision-making, verbal and written instruction in care of the prescribed item, follow-up care of the item by the vendor or site staff, reliability of equipment, timeliness of services, and adequacy of services. The tool was translated into Spanish to accommodate the high percentage of Spanish-speaking families in the CRS program. Two other translation requests were received by members, one for Russian and one for Vietnamese. The Russian- and Vietnamese-speaking families were not successfully contacted again, although translation services were available.

The survey was administered via telephone by trained OCSHCN staff and contractors, several of whom were bilingual with fluency in both Spanish and English. Survey responses were recorded directly into a computerized database that contained pre-populated member demographic and wheelchair-related encounter information. Interviewers participated in a training session during which they were instructed in how to be consistent in asking survey questions, and in how to collect and respond to respondent inquiries. Interviewers were also

given hands-on experience with the data entry tool. Some respondents had complaints about their wheelchair services. For these cases, the interviewer submitted a descriptive form to the CRSA Division of Member Services who either assisted the member or referred them to the CRSA Division of Quality Management for follow-up. Ten complaints were referred to Quality Management, of which five were determined to be quality of care issues and five were resolved by providing the family with information as needed. Of the five quality of care concerns, two were unsubstantiated and three were unable to be substantiated. Members were tracked using cards containing their contact information, as well as the date, time and result of each survey attempt. Cards were then organized according to completed surveys, wrong numbers, refusals, need for translation, and the preferred time of day to call the member, when indicated. Up to 12 call attempts were made for each member. Calls were made between the hours of 9am and 7pm on weekdays and weekends. Survey administration began April 14th and continued until May 19th, 2008.

Analysis

Survey data was collected in MS Access and exported to SPSS 14.0 for analysis. Within the body of this report, only valid responses are displayed (i.e., valid responses exclude those responses which were either not applicable or missing). Appendix C is a complete breakdown of results including missing values.

Ninety-five percent confidence intervals were calculated for point estimates using SPSS and the following formula:

$$p \pm z * \sqrt{p(1-p)/n}$$

where p = the calculated proportion of a given variable

z = the distance from the mean associated with confidence level (1.96 for a 95% confidence level)

n = the number of respondents

When findings were presented as statistically significant, differences in proportions or means were tested at $p < 0.05$.

Results

Of the 668 CRS members surveyed, 426 were successfully contacted and completed the survey, giving a response rate of 64%. Nearly 16% of families could not be reached due to wrong/disconnected numbers and 7% refused to take the survey. The site-level response rates were not significantly different.

Table A1: DME/Wheelchair Survey Response Rates by Site

CRS REGIONAL CLINIC SITE	NUMBER OF SURVEY RESPONDENTS (N=426)	NUMBER OF SURVEY POPULATION (N=668)	RESPONSE RATE
Phoenix	278	439	63%
Tucson	103	161	64%
Flagstaff	30	45	67%
Yuma	15	23	65%

Characteristics of Respondents vs. Survey Population

The mean age of children represented by respondents was 11 years, with 59 percent of children between the ages of 4 and 14; 57% were male. The most common diagnostic conditions were related to nervous system disorders (66%), musculoskeletal/connective tissue disorders (12%), and spina bifida (10%). Respondents were similar to the survey population in terms of age, sex, and enrolling diagnoses.

Table A2: Demographic Characteristics of Respondents vs. Survey Population

CHARACTERISTIC	RESPONDENTS (N=426)		POPULATION (N=668)	
	n	%	n	%
Age \bar{x} Mean (95% CI)	11.2 (10.7-11.7)		11.2 (10.8-11.6)	
< 4	43	10.1	70	10.5
4-9	121	28.4	192	28.7
10-14	130	30.5	202	30.2
15-17	63	14.8	101	15.1
18+	69	16.2	103	15.4
Sex				
Male	241	56.6	371	55.5
Female	185	43.4	297	44.5
Primary Disease Class				
Circulatory System	19	4.5	25	3.7
Cleft Lip/Cleft Palate	4	0.9	5	0.7
Endocrine, Nutritional, Metabolic	19	4.5	28	4.2
Musculoskeletal/Connective	50	11.7	78	11.7
Nervous System	281	66.0	449	67.2
Other	9	2.1	23	3.4
Spina Bifida	44	10.3	60	9.0

Over 70 percent of the members represented by respondents received services from Apria Healthcare and 24 percent received services from Rising Medical. Apria Healthcare provides wheelchair services for members located in the Phoenix, Flagstaff, and Yuma service areas. Rising Medical offers wheelchair services for members residing in the Tucson area. First Health Medical provides services for members in Yuma and PRN Medical Services provides services for members in Phoenix. Western Medical is no longer in business.

About 29 percent of the members received only wheelchair services, 36 percent received only wheelchair accessory services, and 35 percent received both wheelchair and accessory services. Respondents were similar to the survey population regarding provider and type of service.

Table A3: Provider and Service Type of Respondents vs. Survey Population

CHARACTERISTIC	RESPONDENTS (N=426)		POPULATION (N=668)	
	n	%	n	%
Provider				
Apria Healthcare	303	71.1	476	71.3
First Health Medical	1	0.2	1	0.2
PRN Medical Services	17	4.0	27	4.0
Rising Medical	103	24.2	161	24.1
Western Medical	2	0.5	3	0.5
Type of Service				
Wheelchair	123	28.9	198	29.6
Wheelchair accessory	155	36.4	250	37.4
Both wheelchair and accessory	148	34.7	220	32.9

**APPENDIX B:
DME/WHEELCHAIR
SATISFACTION SURVEY,
2008**

DME / Wheelchair Satisfaction Survey

Children's Rehabilitative Services Program

All information that would let someone identify you or your family will be kept private. The Arizona Department of Health Services, Office for Children with Special Health Care Needs will not share your personal information with anyone without your OK. You may choose to answer this survey or not. If you choose not to, this will not affect the CRS benefits you receive.

If you want to know more about this survey, please call Thara MacLaren at (602) 542-2881.

PHONE INTERVIEWER SCRIPT INFORMATION

CRS encounter
system data

CRS Member Name: _____

Age _____ Gender: _____

Parent/Guardian Name: _____

Phone Number: _____

☐ Phone disconnected

☐ No one by that name at this phone number, **RECORD DATE, TIME AND OUTCOME**

☐ No answer, **RECORD DATE, TIME AND OUTCOME**

☐ Phone answered

WHEELCHAIR SERVICES PROVIDED TO CRS MEMBER DURING 2007

CRS encounter
system data

DATE	SERVICE	DME PROVIDER

INTRODUCTION BY INTERVIEWER

Hello, my name is {INTERVIEWER NAME} _____ calling on behalf of the Arizona Department of Health Services, Office for Children with Special Health Care Needs.

We are conducting a satisfaction survey of families who received wheelchair services through Children's Rehabilitative Services (CRS) during 2007. Your answers will help us to make the wheelchair services better.

We need to talk with the Parent/Guardian who lives in this household who knows the most about the wheelchair services that (CRS Member name) _____ receives through CRS.

Is that you?

- ☐ Yes, **GO TO SURVEY INTRODUCTION**
☐ No Who is it? _____

Is he/she available?

- ☐ Yes . May I speak with her/him? **GO TO "INTRODUCTION BY INTERVIEWER" and the "SURVEY INTRODUCTION."**
☐ Not available, **GO TO CALL BACK.**

SURVEY INTRODUCTION

All information that would let someone identify you or your family will be kept private. You may choose to answer this survey or not. If you choose not to, this will not affect the CRS benefits you receive.

May I ask you some questions? It should take about 10-15 minutes.

- ☐ Member/Parent/Guardian agrees. **Thank you for agreeing to participate.**
☐ Member/Parent/Guardian refuses. **Thank you for your time. Good-bye.**

*IF THE FAMILY MEMBER DOES NOT HAVE TIME TO PARTICIPATE IN THE INTERVIEW NOW, GO TO **CALL BACK.***

{If the parent or guardian has additional questions or concerns have them call Thara MacLaren at 602-542-2881.}

CALL BACK:

When would be a good time for me to call back and talk with {NAME}?

- ☐ AM _____
- ☐ PM _____
- ☐ Weekends_____
- ☐ Need Spanish speaker
- ☐ Other language _____

1. What is your relationship to the CRS member who uses the wheelchair?

- ¹☐ Mother or father
- ²☐ Grandparent
- ³☐ Aunt / Uncle
- ⁴☐ Older brother or sister
- ⁵☐ Other relative
- ⁶☐ Legal guardian
- ⁷☐ Self
- ⁸☐ Someone else (specify) _____

2. In the last year, did you ever need a wheelchair-related service that you did not get?

- ¹☐ Yes
- ²☐ No

3. How much of a problem was it to get a referral from CRS to the wheelchair equipment supplier?

- ¹☐ A big problem
- ²☐ A small problem
- ³☐ Not a problem
- ⁴☐ Does not apply

4. Last time you needed a wheelchair-related service, how long did it take to get it?

- ¹☐ _____ days
- ²☐ _____ weeks
- ³☐ _____ months
- ⁴☐ did not receive service

5. How satisfied were you with how long it took to get the service?

- ¹☐ Very satisfied
- ²☐ Satisfied
- ³☐ Dissatisfied
- ⁴☐ Very dissatisfied

Now I want to ask you about when you got {service} from {DME supplier} last {date}.

6. Where did you get that service?

- ¹☐ Home
- ²☐ CRS clinic
- ³☐ Wheelchair supplier
- ⁴☐ Other _____
- ⁵☐ did not get the service

7. Did they treat you with courtesy and respect?

- ¹☐ Yes
- ²☐ No
- ³☐ Don't know

8. Did they tell you how to use your wheelchair or wheelchair accessories?

- ¹☐ Yes
- ²☐ No **GO TO #9**

8a. How helpful was what they told you?

- ¹☐ Very helpful
- ²☐ Somewhat helpful
- ³☐ Not so helpful
- ⁴☐ Not helpful at all

9. Did they give you written instructions on how to use the wheelchair or wheelchair accessories?

- ¹☐ Yes
²☐ No **GO TO #10**

9a. How helpful were the instructions?

- ¹☐ Very helpful
²☐ Somewhat helpful
³☐ Not so helpful
⁴☐ Not helpful at all

10. Did they show you how to use the equipment?

- ¹☐ Yes
²☐ No **GO TO #11**

10a. How helpful was it?

- ¹☐ Very helpful
²☐ Somewhat helpful
³☐ Not so helpful
⁴☐ Not helpful at all

11. Did they show you how to take care of the equipment?

- ¹☐ Yes
²☐ No **GO TO #12**

11a. How helpful was it?

- ¹☐ Very helpful
²☐ Somewhat helpful
³☐ Not so helpful
⁴☐ Not helpful at all

12. Did they tell you how to get service for the equipment?

- ¹☐ Yes
²☐ No

13. Did they tell you how to get help after regular business hours?

- ¹☐ Yes
²☐ No

14. Did you ever attempt to get help after regular business hours?

- ¹☐ Yes
²☐ No **GO TO #15**

14a. Were you able to get the help that you needed?

- ¹☐ Yes
²☐ No

15. How reliable has the wheelchair been?

- ¹☐ Very reliable
²☐ Somewhat reliable
³☐ Somewhat unreliable
⁴☐ Very unreliable

16. In the past year, have you had a problem with your equipment that you needed help with?

- ¹☐ Yes
²☐ No **GO TO #17**

16a. Did you get the help you needed?

- ¹☐ Yes
²☐ No

16b. How long did it take to get the help?

- ¹☐ _____ days
²☐ _____ weeks
³☐ _____ months
⁴☐ I am still waiting to get the help or I never got it

16c. How satisfied were you with how long it took your problem(s) to be settled?

- ¹☐ Very satisfied
²☐ Satisfied
³☐ Dissatisfied
⁴☐ Very dissatisfied

16d. Overall, how satisfied were you with the help you received?

- ¹☐ Very satisfied
²☐ Satisfied
³☐ Dissatisfied
⁴☐ Very dissatisfied

17. When decisions were made about your wheelchair-related needs, how often did {*Apria, Rising Medical or Dependable*} involve you as much as you wanted?

- ¹☐ Always
²☐ Somewhat
³☐ Very little
⁴☐ Not at all

18. Overall, how well does the equipment meet the member's needs?

- ¹☐ Very well
²☐ Somewhat
³☐ Poorly
⁴☐ Not at all

19. Overall, how satisfied are you with the wheelchair equipment and service provided by {*Apria, Rising Medical or Dependable*}?

- ¹☐ Very satisfied
²☐ Satisfied
⁴☐ Dissatisfied
⁵☐ Very dissatisfied

20. Would you recommend the wheelchair provider to a friend who needed similar services?

- ¹☐ Yes
²☐ No

Is there anything else you want to tell us about your wheelchair?

This is the end of the wheelchair survey. Thank you very much for your participation.

**If you have any questions or comments, please call
Thara MacLaren at (602) 542-2881.**

APPENDIX C: SURVEY RESPONSES

Q1. What is your relationship to the CRS member who uses the wheelchair?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Mother or father	368	86.4	87.8	87.8
	Grandparent	19	4.5	4.5	92.4
	Legal Guardian	13	3.1	3.1	95.5
	Someone else	10	2.3	2.4	97.9
	Self	5	1.2	1.2	99.0
	Older brother or sister	2	.5	.5	99.5
	Aunt or Uncle	2	.5	.5	100.0
	Total	419	98.4	100.0	
Missing	System	7	1.6		
Total		426	100.0		

Q2. In the last year, did you ever need a wheelchair-related service that you did not get?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	41	9.6	9.6	9.6
	No	384	90.1	90.4	100.0
	Total	425	99.8	100.0	
Missing	System	1	.2		
Total		426	100.0		

Q3. How much of a problem was it to get a referral from CRS to the wheelchair equipment supplier?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not a problem	369	86.6	87.0	87.0
	A small problem	26	6.1	6.1	93.2
	A big problem	23	5.4	5.4	98.6
	Does not apply	6	1.4	1.4	100.0
	Total	424	99.5	100.0	
Missing	System	2	.5		
Total		426	100.0		

Q4. Last time you needed a wheelchair-related service, how long did it take to get it?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	60 Days or less	296	69.5	69.5	69.5
	More than 60 days	130	30.5	30.5	100.0
	Total	426	100.0	100.0	

Mean = 44.0 days, Standard Deviation = 76.3 days

Q5. How satisfied were you with how long it took to get the service?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	202	47.4	48.9	48.9
	Satisfied	152	35.7	36.8	85.7
	Dissatisfied	34	8.0	8.2	93.9
	Very dissatisfied	25	5.9	6.1	100.0
	Total	413	96.9	100.0	
Missing	System	13	3.1		
Total		426	100.0		

Q6. Where did you get that service?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Wheelchair Supplier	328	77.0	77.0	77.0
	CRS clinic	79	18.5	18.5	95.5
	Home	12	2.8	2.8	98.4
	Other	4	.9	.9	99.3
	Did not get the service	3	.7	.7	100.0
	Total	426	100.0	100.0	

Q7. Did they treat you with courtesy and respect?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	419	98.4	99.1	99.1
	No	4	.9	.9	100.0
	Total	423	99.3	100.0	
Missing	System	3	.7		
Total		426	100.0		

Q8. Did they tell you how to use your wheelchair or wheelchair accessories?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	409	96.0	96.5	96.5
	No	15	3.5	3.5	100.0
	Total	424	99.5	100.0	
Missing	System	2	.5		
Total		426	100.0		

Q8a. How helpful was what they told you?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very helpful	370	90.5	93.4	93.4
	Somewhat helpful	26	6.4	6.6	100.0
	Total	396	96.8	100.0	
Missing	System	13	3.2		
Total		409	100.0		

Q9. Did they give you written instructions on how to use the wheelchair or wheelchair accessories?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	298	70.0	70.6	70.6
	No	124	29.1	29.4	100.0
	Total	422	99.1	100.0	
Missing	System	4	.9		
Total		426	100.0		

Q9a. How helpful were the instructions?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very helpful	261	87.6	88.8	88.8
	Somewhat helpful	30	10.1	10.2	99.0
	Not so helpful	1	.3	.3	99.3
	Not helpful at all	2	.7	.7	100.0
	Total	294	98.7	100.0	
Missing	System	4	1.3		
Total		298	100.0		

Q10. Did they show you how to use the equipment?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	384	90.1	92.3	92.3
	No	32	7.5	7.7	100.0
	Total	416	97.7	100.0	
Missing	System	10	2.3		
Total		426	100.0		

Q10a. How helpful was it?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very helpful	348	90.6	92.6	92.6
	Somewhat helpful	27	7.0	7.2	99.7
	Not so helpful	1	.3	.3	100.0
	Total	376	97.9	100.0	
Missing	System	8	2.1		
Total		384	100.0		

Q11. Did they show you how to take care of the equipment?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	359	84.3	87.3	87.3
	No	52	12.2	12.7	100.0
	Total	411	96.5	100.0	
Missing	System	15	3.5		
Total		426	100.0		

Q11a. How helpful was it?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very helpful	322	89.7	91.2	91.2
	Somewhat helpful	31	8.6	8.8	100.0
	Total	353	98.3	100.0	
Missing	System	6	1.7		
Total		359	100.0		

Q12. Did they tell you how to get service for the equipment?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	352	82.6	83.2	83.2
	No	71	16.7	16.8	100.0
	Total	423	99.3	100.0	
Missing	System	3	.7		
Total		426	100.0		

Q13. Did they tell you how to get help after regular business hours?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	105	24.6	24.8	24.8
	No	319	74.9	75.2	100.0
	Total	424	99.5	100.0	
Missing	System	2	.5		
Total		426	100.0		

Q14. Did you ever attempt to get help after regular business hours?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	11	2.6	2.6	2.6
	No	410	96.2	97.4	100.0
	Total	421	98.8	100.0	
Missing	System	5	1.2		
Total		426	100.0		

Q14a. Were you able to get the help that you needed?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	6	54.5	60.0	60.0
	No	4	36.4	40.0	100.0
	Total	10	90.9	100.0	
Missing	System	1	9.1		
Total		11	100.0		

Q15. How reliable has the wheelchair been?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very reliable	379	89.0	89.2	89.2
	Somewhat reliable	39	9.2	9.2	98.4
	Somewhat unreliable	5	1.2	1.2	99.5
	Very unreliable	2	.5	.5	100.0
	Total	425	99.8	100.0	
Missing	System	1	.2		
Total		426	100.0		

Q16. In the past year, have you had a problem with your equipment that you needed help with?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	82	19.2	19.4	19.4
	No	340	79.8	80.6	100.0
	Total	422	99.1	100.0	
Missing	System	4	.9		
Total		426	100.0		

Q16a. Did you get the help you needed?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	58	70.7	71.6	71.6
	No	23	28.0	28.4	100.0
	Total	81	98.8	100.0	
Missing	System	1	1.2		
Total		82	100.0		

Q16b. How long did it take to get the help?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	60 Days or less	67	81.7	81.7	81.7
	More than 60 days	15	18.3	18.3	100.0
	Total	82	100.0	100.0	

Mean = 28.8 days, Standard Deviation = 85.5 days

Q16c. How satisfied were you with how long it took your problem(s) to be settled?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	30	36.6	39.0	39.0
	Satisfied	16	19.5	20.8	59.7
	Dissatisfied	18	22.0	23.4	83.1
	Very dissatisfied	13	15.9	16.9	100.0
	Total	77	93.9	100.0	
Missing	System	5	6.1		
Total		82	100.0		

Q16d. Overall, how satisfied were you with the help you received?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	33	40.2	42.9	42.9
	Satisfied	19	23.2	24.7	67.5
	Dissatisfied	16	19.5	20.8	88.3
	Very dissatisfied	9	11.0	11.7	100.0
	Total	77	93.9	100.0	
Missing	System	5	6.1		
Total		82	100.0		

Q17. When decisions were made about your wheelchair-related needs, how often did {Apria, Rising Medical or Dependable} involve you as much as you wanted?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Always	340	79.8	81.3	81.3
	Somewhat	48	11.3	11.5	92.8
	Very Little	18	4.2	4.3	97.1
	Not at all	12	2.8	2.9	100.0
	Total	418	98.1	100.0	
Missing	System	8	1.9		
Total		426	100.0		

Q18. Overall, how well does the equipment meet the member's needs?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very well	365	85.7	86.1	86.1
	Somewhat	38	8.9	9.0	95.0
	Poorly	16	3.8	3.8	98.8
	Not at all	5	1.2	1.2	100.0
	Total	424	99.5	100.0	
Missing	System	2	.5		
Total		426	100.0		

Q19. Overall, how satisfied are you with the wheelchair equipment and service provided by {Apria, Rising Medical or Dependable}?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	314	73.7	74.1	74.1
	Satisfied	84	19.7	19.8	93.9
	Dissatisfied	20	4.7	4.7	98.6
	Very dissatisfied	6	1.4	1.4	100.0
	Total	424	99.5	100.0	
Missing	System	2	.5		
Total		426	100.0		

Q20. Would you recommend the wheelchair provider to a friend who needed similar services?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	399	93.7	94.3	94.3
	No	24	5.6	5.7	100.0
	Total	423	99.3	100.0	
Missing	System	3	.7		
Total		426	100.0		